Supplementary Information for Legislative Review

2002-2003 Departmental Expenditure Estimates

Manitoba
Consumer and
Corporate Affairs

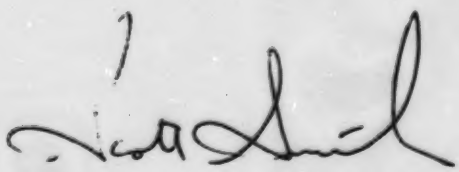
102-06803/

PREFACE

This document has been produced by the Department of Consumer and Corporate Affairs as a departmental supplement to its Printed Main Estimates. It is intended to provide background information on the Department which should complement the information already contained in the Printed Main Estimates.

The contents of this supplement are organized into four parts. The first part provides an overview of the Department of Consumer and Corporate Affairs 2002/2003 budget requirements. The second part provides program and financial information including details of staffing requirements and expenditures. The information in part two is organized on the basis of existing main appropropriations so that it will provide an easy cross reference to the Printed Main Estimates. Part three provides a five year historical budget comparison. A standard glossary of terms is also included after part three. Part four is an overview of Special Operating Agencies: Companies Office, The Manitoba Securities Commission, The Property Registry, and Vital Statistics.

This supplement has been developed to assist Members of the Legislature in the review of the Printed Main Estimates. I hope the supplement will provide meaningful information and that it will meet the needs of the users of the information. I welcome your feedback as to the usefulness of this supplementary information.



HONOURABLE SCOTT SMITH
MINISTER OF CONSUMER AND CORPORATE AFFAIRS

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PART 1

DEPARTMENTAL OVERVIEW

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

MINISTER

HONOURABLE SCOTT SMITH

DEPUTY MINISTER

M. ALEXANDRA MORTON, Q.C.

HISTORICAL BACKGROUND

The Department of Consumer and Corporate Affairs was created in 1971. The core responsibilities of Consumer and Corporate Affairs have remained consumer protection, regulation of financial institutions, and licensing and registry. As the market place grew more complex, the department has undergone several transformations as branches, commissions and Special Operating Agencies were created and eliminated, programs were merged or reconfigured.

ROLE AND MISSION

Vision

A fair, efficient and informed marketplace for businesses and consumers.

Our Department's Mission

To foster business and consumer confidence in the marketplace and to administer a regulatory framework that contributes to a competitive Manitoba economy.

Our Department's Goals

To contribute to a dynamic Manitoba economy, by creating certainty in the marketplace through the administration of a legal framework within which businesses, non-profit organizations and consumers can operate.

To help businesses and consumers resolve their disputes.

To promote and enhance consumer and business knowledge and skills.

To provide quality service, use fiscal resources responsibly and collect fee and tax revenue.

To anticipate, identify and monitor marketplace issues and recommend appropriate action.

To maintain registries of information for the protection of individual and property rights.

To determine prices for service from utilities.

The Department is made up of three operating divisions: Administration and Finance; Consumer Affairs, and Corporate Affairs.

The Department's organization chart is set out on page 8.

SCHEDULE 1

STATUTORY RESPONSIBILITIES OF THE

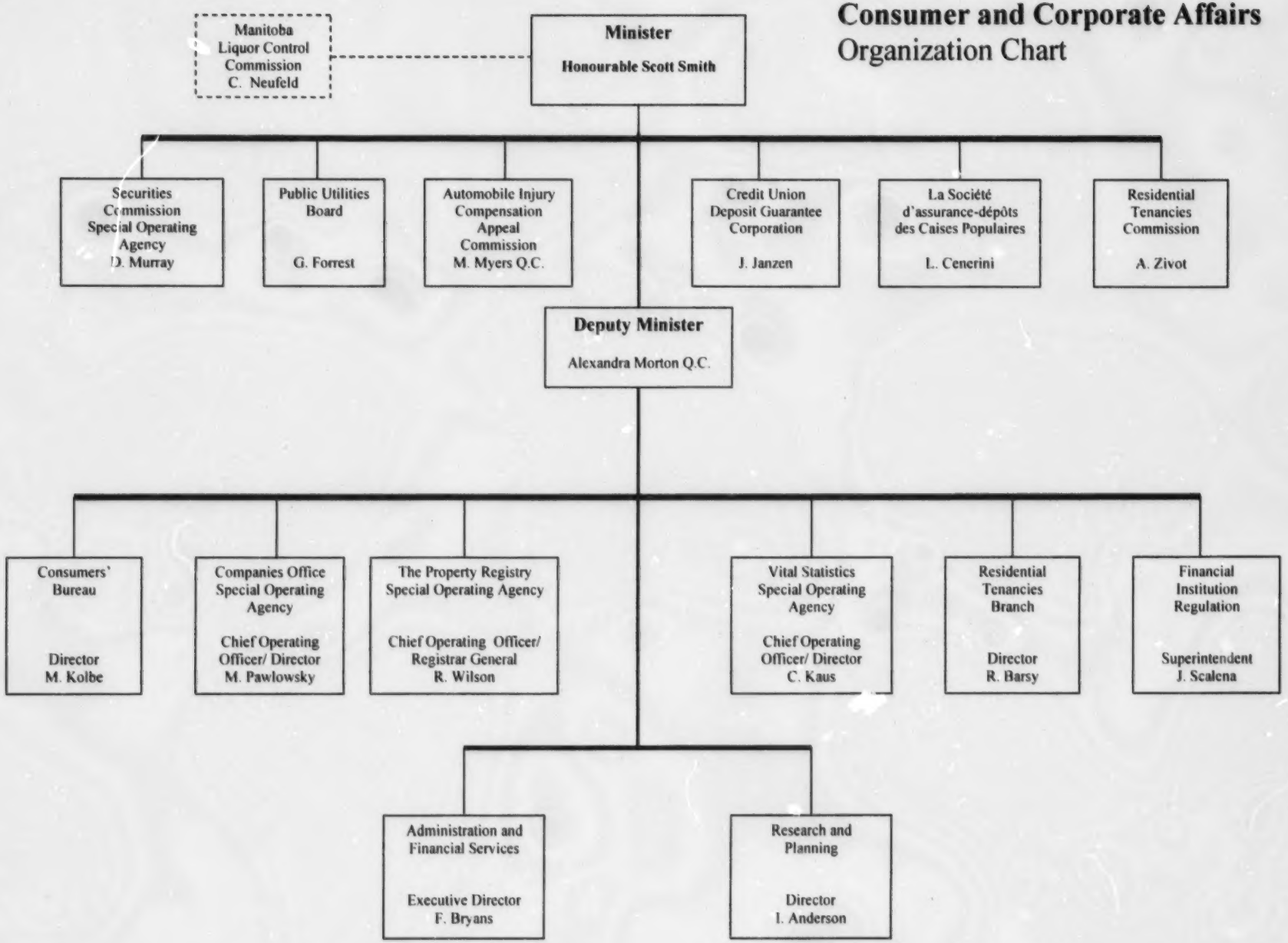
MINISTER OF CONSUMER AND CORPORATE AFFAIRS

The Business Names Registration Act
The Business Practices Act
The Cemeteries Act
The Titles to Certain Lands Act (R.S.M. 1990,C.259)
The Change of Name Act
The Charities Endorsement Act
The Commodity Futures Act
The Condominium Act
The Consumer Protection Act
The Cooperatives Act
The Corporations Act
The Credit Unions and Caisses Populaires Act
The Electronic Commerce and Information Act (Part 5)
The Embalmers and Funeral Directors Act
The Housing and Renewal Corporations Act [clause 44(k)]
The Hudson's Bay Company Land Register Act
The Insurance Act
The Insurance Corporations Tax Act
The Landlord and Tenant Act
The Life Leases Act
The Liquor Control Act
The Manitoba Evidence Act (Part II and III)
The Marine Insurance Act
The Marriage Act
The Mortgage Dealers Act
The Partnership Act
The Personal Investigations Act
The Personal Property Security Act
The Prearranged Funeral Services Act
The Professional Home Economists Act
The Public Utilities Board Act
The Real Estate Brokers Act
The Real Property Act
The Registry Act
The Religious Societies' Lands Act
The Residential Tenancies Act
The Revenue Act - Part III (land transfer tax)
The Securities Act
The Special Survey Act
The Surveys Act (Part I)
The Trade Practices Inquiry Act
The Vital Statistics Act
and:

Bedding, Upholstered and Stuffed Articles Regulation (Manitoba Regulation 333/88 R) under The Public Health Act

April 1, 2002

Consumer and Corporate Affairs
Organization Chart



SCHEDULE 3

DEPARTMENT OF
CONSUMER AND CORPORATE AFFAIRS
EXPENDITURE SUMMARY
BY MAIN APPROPRIATION

	Estimates of Expenditure 2002/2003 $(000's)	Change From 2001/2002 %	Estimates of Expenditure 2001/2002 $(000's)
1. Administration and Finance	**1,218.8**	-2.1%	1,244.4
2. Consumer Affairs	**5,895.4**	-0.4%	5,917.6
3. Corporate Affairs	**2,212.7**	-6.3%	2,361.8
4. Amortization and Other Costs Related to Capital Assets	**249.3**	0.2%	248.9
TOTAL APPROPRIATIONS FOR CONSUMER AND CORPORATE AFFAIRS	**9,576.2**	-2.0%	9,772.7

SUMMARY OF EXPENDITURE APPROPRIATIONS

OPERATING APPROPRIATIONS	**9,401.3**	-1.4%	9,538.8
CAPITAL GRANTS	**0.0**	0%	0.0
INFRASTRUCTURE AND MAINTENANCE	**0.0**	0%	0.0
AMORTIZATION	**174.9**	-25.2%	233.9
TOTAL APPROPRIATIONS FOR CONSUMER AND CORPORATE AFFAIRS	**9,576.2**	-2.0%	9,772.7
CAPITAL INVESTMENT	**980.0**	96.0%	500.00

Reconciliation Statement
$ (000's)

Printed Main Estimates of Expenditure 2001/2002	9,757.7
Transfer of functions to:	
Allocation of funds from:	
- Finance re: Public Debt	15.0
Estimates of Expenditure 2001/2002 (Adjusted)	9,772.7

SCHEDULE 4

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS
EXPENDITURE SUMMARY
BY SALARIES & EMPLOYEE BENEFITS,
OTHER EXPENDITURES AND GRANTS

ELEMENT	**ESTIMATES OF EXPENDITURE 2002/2003 $(000's)**	ESTIMATES OF EXPENDITURE 2001/2002 $(000's)
SALARIES & EMPLOYEE BENEFITS (Details on Schedule 5)	**6,964.6**	7,001.8
OTHER EXPENDITURES (Less Recoverable from other Appropriations)	**2,458.6**	2,614.8
GRANTS	**88.7**	87.7
AMORTIZATION AND OTHER COSTS RELATED TO CAPITAL ASSETS	**249.3**	248.9
LESS: RECOVERIES	**(185.0)**	(180.5)
TOTAL FOR DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS	**9,576.2**	9,772.7

SCHEDULE 5

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS
POSITION SUMMARY
BY APPROPRIATION

RES. NO.	APP. NO.	DIVISION/ BRANCH	ESTIMATES OF EXPENDITURE 2002/2003 $(000'S) FTE	SALARIES		ESTIMATES OF EXPENDITURE 2001/2002 $(000'S) FTE	SALARIES
5.1	1	ADMINISTRATION AND FINANCE					
		(a) Minister's Salary	1.00	28.4		1.00	28.1
		(b) Executive Support	6.00	361.4		6.00	348.7
		(c) Administrative Services	12.78	537.2		12.78	576.5
		(d) Research and Planning	3.00	179.8		3.00	173.5
		(e) Vital Statistics Agency	-	-	1	-	-
		TOTAL	22.78	1,106.8		22.78	1,126.8
5.2	2	CONSUMER AFFAIRS					
		(a) Consumers' Bureau	18.50	932.9		18.50	948.2
		(b) Residential Tenancies Branch	56.50	2,770.7		57.00	2,702.9
		(c) Auto.Injury Comp.Appeal Commission	7.00	465.4		7.00	448.8
		(d) Residential Tenancies Commission	4.50	448.2		4.50	470.0
		(e) Grants	-	-		-	-
		TOTAL	86.50	4,617.2		87.00	4,569.9
5.3	3	CORPORATE AFFAIRS					
		(a) Financial Institutions Regulation	11.50	697.0		12.50	726.1
		(b) Public Utilities Board	8.23	543.6		8.23	579.0
		(c) Manitoba Securities Commission	-	-	1	-	-
		(d) The Property Registry	-	-	1	-	-
		(e) Companies Office	-	-	1	-	-
		TOTAL	19.73	1,240.6		20.73	1,305.1
		TOTAL	129.01	6,964.6		130.51	7,001.8

All salary figures, with the exception of the Minister's,include employee benefits as defined in the glossary.

1. Special Operating Agencies.

SCHEDULE 6

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

POSITION SUMMARY 2002/2003

BY STAFF CATEGORY

	STAFF CATEGORIES									
	MANAGERIAL		PROFESSIONAL/ TECHNICAL		ADMINISTRATIVE SUPPORT		BOARD MEMBERS		TOTAL	
DIVISION	FTEs	$	FTEs	$	FTEs	$	FTEs	$	FTEs	$
Administration and Finance	5.00	357.3	10.50	354.9	7.28	266.3	0.00	-	22.78	978.5
Consumer Affairs	7.00	536.2	42.00	2,107.4	37.50	1,290.8	0.00	210.2	86.50	4,144.6
Corporate Affairs	5.00	426.4	6.73	332.5	8.00	298.8	0.00	49.5	19.73	1,107.2
TOTALS	17.00	1,319.9	59.23	2,794.8	52.78	1,855.9	0.00	259.7	129.01	6,230.3

EXPLANATION: Reconciliation of Salary Amounts:

Total Salary Costs per Above	6,230.3
Employee Benefits	734.3
Net Salary Costs per Schedule 5	6,964.6

PART 2

DETAILED FINANCIAL INFORMATION

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2002/2003 $(000's)		Estimates of Expenditure 2001/2002 $(000's)
5.1	1.	***ADMINISTRATION AND FINANCE.***	**1,218.8**		1,244.4
		-Provides executive direction and co-ordination of department programs.			
		-Provides central administrative and financial services for the Ministry programs, and for the Legislative Assembly.			
		- Provides and maintains the registry of vital events occuring in Manitoba to provide the public, with related services and information.			
	(a)	Minister's Salary	**28.4**		28.1
	(b)	Executive Support	**409.1**		398.4
	(c)	Administrative Services	**553.3**		609.0
	(d)	Research and Planning	**228.0**		208.9
	(e)	Vital Statistics	**-**	(1)	-
			1,218.8		1,244.4

(1) The Vital Statistics Agency functions as a special operating agency and on this basis, no funding is required in the 2002/2003 Estimates of Expenditure. (See Part 4)

Sub-Appropriation 05-1A

MINISTER'S SALARY

- Provides for the compensation to which an individual appointed to the Executive Council is entitled.

SALARIES	Estimates of Expenditure 2002/2003 FTEs	$(000's)	Estimates of Expenditure 2001/2002 FTES	$(000's)
Managerial	1.00	28.4	1.00	28.1

Sub-Appropriation 05-1B

EXECUTIVE SUPPORT

OBJECTIVES:

To advise the Minister on department operations and policy.
To co-ordinate and manage the activities of the department.
To provide clerical and secretarial support for the offices of the Minister and Deputy Minister.

ACTIVITY IDENTIFICATION:

Formulates and reviews legislative proposals.

Provides liaison with consumer oriented groups, representatives of the business sector, and government officials.

	Estimates of Expenditure 2002/2003		Estimates of Expenditure 2001/2002	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**	FTES	$(000's)
Managerial	**1.00**	**103.2**	1.00	100.6
Professional/Technical	**2.00**	**98.0**	2.00	95.6
Administrative Support	**3.00**	**119.7**	3.00	114.7
Employee Benefits allocation		**40.5**		37.8
Total Salaries & Employee Benefits	**6.00**	**361.4** [1]	6.00	348.7
OTHER EXPENDITURES				
Transportation		**13.0**		13.0
Communications		**12.8**		13.3
Supplies and Services		**10.3**		10.8
Public Debt		**0.0**		0.0
Minor Capital		**0.0**		0.0
Other Operating		**11.6**		12.6
Total Other Expenditures		**47.7**		49.7
TOTAL EXPENDITURES		**409.1**		398.4

1 . Increase the result of salary increases under negotiated collective agreements and provision for one-day accrual.

Sub-Appropriation 05-1C

ADMINISTRATIVE SERVICES

OBJECTIVES:

To provide administrative, program, and policy support as required.

ACTIVITY IDENTIFICATION:

Carries out the accounting requirements of the Department of Consumer and Corporate Affairs and the Legislative Assembly.

Carries out the administrative requirements of the Department of Consumer and Corporate Affairs and the Legislative Assembly.

	Estimates of Expenditure 2002/2003			Estimates of Expenditure 2001/2002	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**2.00**	**157.8**		2.00	153.6
Professional/Technical	**7.50**	**197.0**		7.50	244.6
Administrative Support	**3.28**	**112.4**		3.28	108.9
Employee Benefits allocation		**70.0**			69.4
Total Salaries & Employee Benefits	**12.78**	**537.2**	1	12.78	576.5
OTHER EXPENDITURES					
Transportation		**0.0**			0.0
Communications		**11.3**			11.3
Supplies and Services		**186.5**	2,3		198.4
Public Debt		**0.0**			0.0
Minor Capital		**0.0**			0.0
Other Operating		**3.3**			3.3
Total Other Expenditures		**201.1**			213.0
SUB-TOTAL		**738.3**			789.5
LESS: Recoverable from Legislative Assembly		**(185.0)**	4		(180.5)
TOTAL EXPENDITURES		**553.3**			609.0

1. Net decrease the result of salary increases under negotiated collective agreements and provision for one-day accrual offset by vacancy management.
2. Non-recurring- One-time expenditure for a new Commissioner for Oaths/Notaries Public licensing system
3. Net decrease the result of increased expenditure in legal fees and accommodation cost recovery adjustment offset by general operating expenditure reduction.
4. Increase in recovery as a result of salary increases.

Sub-Appropriation 05-1D

RESEARCH AND PLANNING

OBJECTIVES:

To provide support services of an economic, statistical and investigatory nature.

ACTIVITY IDENTIFICATION:

Investigates marketplace problems and assesses alternative responses to them.

Co-ordinates the development of legislation and other responses to marketplace problems.

Formulates legislation and other action proposals.

Assesses methods used by other governments to deal with consumer problems.

Liaises with consumer oriented groups, representatives of the business sector and government officials.

SALARIES & EMPLOYEE BENEFITS	**Estimates of Expenditure 2002/2003**			Estimates of Expenditure 2001/2002	
	FTEs	**$(000's)**		FTES	$(000's)
Managerial	**1.00**	**67.9**		1.00	66.2
Professional/Technical	**1.00**	**59.9**		1.00	58.4
Administrative Support	**1.00**	**34.2**		1.00	32.4
Employee Benefits Allocation		**17.8**			16.5
Total Salaries & Employee Benefits	**3.00**	**179.8**	1	3.00	173.5
OTHER EXPENDITURES					
Transportation		**2.4**			2.4
Communications		**4.1**			4.1
Supplies and Services		**30.0**	2		17.2
Public Debt		**0.0**			0.0
Minor Capital		**0.0**			0.0
Other Operating		**11.7**			11.7
Total Other Expenditures		**48.2**			35.4
TOTAL EXPENDITURES		**228.0**			208.9

1 . Increase the result of salary increases under negotiated collective agreements and provision for one-day accrual.

2. Accommodation cost recovery adjustment.

Sub-Appropriation 05-1E

VITAL STATISTICS

VITAL STATISTICS BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1994.
REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2002/2003 $(000's)	Estimates of Expenditure 2001/2002 $(000's)
5.2	2.	***CONSUMER AFFAIRS***	**5,895.4**	5,917.6
		- Provides for the administration of such Acts as The Consumer Protection Act, The Personal Investigations Act, and The Residential Tenancies Act.		
		- Hears automobile injury compensation appeals under The Manitoba Public Insurance Corporation Act.		
	(a)	Consumers' Bureau	**1,183.6**	1,227.5
	(b)	Residential Tenancies Branch	**3,477.4**	3,451.0
	(c)	Automobile Injury Compensation Appeal Commission	**588.3**	571.8
	(d)	Residential Tenancies Commission	**557.5**	579.6
	(e)	Grants	**88.7**	87.7
			5,895.4	5,917.6

Sub-Appropriation 05-2A

CONSUMERS' BUREAU

OBJECTIVES:

To provide programs in support of Manitoba consumers and businesses.

ACTIVITY IDENTIFICATION:

Administers The Consumer Protection Act, The Business Practices Act, The Charities Endorsement Act, The Personal Investigations Act, The Hearing Aid Act and The Bedding and Upholstery regulations under The Public Health Act.

Licence/register/grant certifications or authorizations to vendors and individual sellers engaged in direct selling; collection agencies and collectors; hearing aid dealers; charities fundraising in Manitoba; and manufacturer/renovators of stuffed articles

Hears, mediates and investigates consumer complaints.

Takes action as appropriate concerning prosecution of offenders under the Acts administered.

Identifies problems and issues in the marketplace and make recommendations to amend legislation under its mandate as required.

Informs and educates consumers, businesses and interest groups regarding their rights and responsibilities under consumer protection statutes as well as potential risks in the marketplace.

Works cooperatively with other departments, agencies and organizations in Manitoba, Canada and internationally on current issues.

Sub-Appropriation 05-2A

CONSUMERS' BUREAU (Con't.)

SALARIES & EMPLOYEE BENEFITS	**Estimates of Expenditure 2002/2003**			**Estimates of Expenditure 2001/2002**	
	FTEs	**$(000's)**		FTES	$(000's)
Managerial	3.00	199.2		3.00	193.9
Professional/Technical	9.50	474.1		9.50	473.2
Administrative Support	6.00	162.7		6.00	191.0
Employee Benefit Allocation		96.9			90.1
Total Salaries & Employee Benefits	18.50	932.9	1	18.50	948.2
OTHER EXPENDITURES					
Transportation		12.0			12.0
Communications		33.4	2		38.4
Supplies and Services		130.3	3		154.0
Public Debt		0.0			0.0
Minor Capital		0.6			0.6
Other Operating		74.3			74.3
Total Other Expenditures		250.6			279.3
TOTAL EXPENDITURES		1,183.5			1,227.5

1. Net decrease the result of salary increases under negotiated collective agreements and provision for one-day accrual offset by vacancy management.
2. General operating expenditure reduction.
3. Net decrease the result of non-recurring item - one time expenditure for a new licensing system offset by accommodation cost recovery adjustment.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH

OBJECTIVES:

To investigate, mediate and/or hear tenancy disputes between landlords and tenants.

To regulate the amount and frequency of rent increases in residential premises in Manitoba in accordance with the provisions of The Residential Tenancies Act.

To provide information to landlords and tenants. This information helps to ensure that landlords and tenants understand and comply with The Residential Tenancies Act, The Life Leases Act and The Condominium Act, as they apply to residential tenancies.

ACTIVITY IDENTIFICATION:

Investigation, mediation and adjudication of disputes between landlords and tenants. For example, security deposit disputes, repairs, right of tenant to continue occupancy, all claims between landlords and tenants and Orders of Possession.

Reviewing landlords' applications for rent increases above the guideline, withdrawals and reductions in service, laundry rate increase applications, tenant requested improvement applications; and after considering all tenant objections with respect to these applications, adjudicating and issuing orders setting the rent.

Reviewing all complaints with respect to non-compliance with the requirements of the Act and proceeding with enforcement of compliance orders.

Public information on purpose and process of Legislation.

Determination of applications with respect to rehabilitation of buildings for exemption from The Residential Tenancies Act.

Residential Tenancies Branch is re-engineering its business processes to improve client service. This includes a significant information technology development project to support the new business processes.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH (Con't.)

EXPECTED RESULTS:

It is estimated that close to 7,000 non rent increase disputes between landlords and tenants will be received and 7,000 disputes processed during the fiscal year.

In addition to the actual processing of complaints, close to 9,000 walk-in interviews/informational dialogues are projected. Total telephone calls requesting general information are projected to be close to 50,000. In addition, 500 requests for information on the Talking Yellow Pages and 180,000 hits on the Internet Web Site are anticipated. These figures include Brandon and Thompson offices.

It is estimated that close to 1,300 rent regulation cases will be dealt with. This includes applications for rent increase above the guideline, other rent regulation applications, investigation of possible unauthorized rents, rent status inquiries and tenant objections to guideline or less rent increases.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH (Con't.)

SALARIES & EMPLOYEE BENEFITS	Estimates of Expenditure 2002/2003 FTEs	Estimates of Expenditure 2002/2003 $(000's)		Estimates of Expenditure 2001/2002 FTES	Estimates of Expenditure 2001/2002 $(000's)
Managerial	1.00	83.1		1.00	80.9
Professional/Technical	27.5	1,396.8		28.0	1,368.0
Administrative Support	28.0	1,008.0		28.0	991.4
Employee Benefit Allocation		282.8			262.6
Total Salaries & Employee Benefits	56.50	2,770.7	1	57.00	2,702.9
OTHER EXPENDITURES					
Transportation		35.8			35.8
Communications		121.2			129.2
Supplies and Services		304.6			288.0
Public Debt		0.0			0.0
Minor Capital		53.1			78.1
Other Operating		192.0			217.0
Total Other Expenditures		706.7	2,3		748.1
TOTAL EXPENDITURES		3,477.4			3,451.0

1. Net increase the result of salary increases under negotiated collective agreements and provision for one-day accrual offset by vacancy management.
2. Accommmodation cost recovery adjustment.
3. General operating expenditure reduction.

Sub-Appropriation 05-2C

AUTOMOBILE INJURY COMPENSATION APPEAL COMMISSION

OBJECTIVES:

To provide a forum for final appeals from claimants regarding injury compensation decisions issued by The Manitoba Public Insurance Corporation.

ACTIVITY IDENTIFICATION:

This office originated due to the enactment of amendments to the Manitoba Public Insurance Corporation Act, (Bill 37), on March 1, 1994. The amendment enables the Automobile Injury Compensation Appeal Commission to hear appeals under Part 2 of the Manitoba Public Insurance Corporation Act. Any internal review decision issued by M.P.I.C. and relating to a claimant's bodily injuries suffered in an automobile accident that occurred on or after March 1, 1994, may be appealed to the Commission.

	Estimates of Expenditure 2002/2003			Estimates of Expenditure 2001/2002	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**2.00**	**179.5**		2.00	171.9
Professional/Technical	**3.00**	**144.6**		3.00	135.8
Administrative Support	**2.00**	**70.7**		2.00	68.9
Commission Members	-	**24.6**		-	24.6
Employee Benefit Allocation		**46.0**			47.6
Total Salaries & Employee Benefits	**7.00**	**465.4**	1	7.00	448.8
OTHER EXPENDITURES					
Transportation		**3.0**			3.0
Communications		**12.2**			12.5
Supplies and Services		**54.3**	2		54.1
Public Debt		**0.0**			0.0
Minor Capital		**7.0**			7.0
Other Operating		**46.4**			46.4
Total Other Expenditures		**122.9**			123.0
TOTAL EXPENDITURES		**588.3**			571.8

1 . Increase the result of salary increases under negotiated collective agreements and provision for one-day accrual.

2. Accommodation cost recovery adjustment

Sub-Appropriation 05-2D

RESIDENTIAL TENANCIES COMMISSION

OBJECTIVES:

To provide prompt resolution of disputes between landlords and tenants that is fair, informal accessible, inexpensive, expeditious and amicable.

ACTIVITY IDENTIFICATION:

The Residential Tenancies Commission is a specialist tribunal which hears appeals from decisions and orders of the Director of the Residential Tenancies Branch under The Residential Tenancies Act

EXPECTED RESULTS:

It is expected that approximately 600 appeals involving disputes between landlords and tenants will be received and processed by the Residential Tenancies Commission during the year. The number of appeals to rent increase to be received and reviewed by the Residential Tenancies Commission is estimated to involve 13,000 rental units.

	Estimates of Expenditure 2002/2003			Estimates of Expenditure 2001/2002	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**1.00**	**99.4**		1.00	96.8
Professional/Technical	**2.00**	**91.9**		2.00	94.1
Administrative Support	**1.50**	**49.4**		1.50	48.8
Board Members	**-**	**160.6**		-	185.6
Employee Benefit Allocation		**46.9**			44.7
Total Salaries & Employee Benefits	**4.50**	**448.2**	1	4.50	470.0
OTHER EXPENDITURES					
Transportation		**11.0**			**11.0**
Communications		**12.5**			**12.5**
Supplies and Services		**54.9**	2		**51.4**
Public Debt		**0.0**			**0.0**
Minor Capital		**0.0**			**0.0**
Other Operating		**30.9**	3		**34.7**
Total Other Expenditures		**109.3**			109.6
TOTAL EXPENDITURES		**557.5**			579.6

1. Net decrease the result of salary increases under negotiated collective agreements and provision for one-day accrual offset by hearing changes that reduce the Commissioners' /Board Members' remuneration.
2. Accommodation cost recovery adjustment
3. General operating expenditure reduction related to hearing changes.

GRANTS

The Department of Consumer and Corporate Affairs issues two grants. One is to the Community Financial Counselling Services (formerly Community Credit Counselling.) The grant is to help provide a credit counselling service for low income individuals, ($53.8).

The second grant is to the Consumers' Association of Canada (Manitoba). This Association is a volunteer advocacy group which lobbies business and government, appears before government agencies such as the Public Utilities Board on behalf of consumers, and makes product information available to the public. It is a services which is not duplicated by any other organization and is provided by a combination of paid and unpaid volunteer staff, ($34.9).

OTHER EXPENDITURES	**Estimates of Expenditure 2002/2003 $(000's)**		Estimates of Expenditure 2001/2002 $(000's)
Grants	**88.7**	1	87.7

1. Increase in funding granted to Consumers' Association of Canada (Manitoba).

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2002/2003 $(000's)		Estimates of Expenditure 2001/2002 $(000's)
5.3	3.	CORPORATE AFFAIRS.	**2,212.7**		2,361.8
		- Provides for the administration of such acts as The Corporations Act, The Insurance Act, The Securities Act, The Public Utilities Board Act, The Cooperatives Act, The Credit Unions and Caisse Populaires Act, The Real Property Act, The Registry Act, and The Personal Property Security Act.			
	(a)	Financial Institutions Regulation	**956.0**		1,030.3
	(b)	Public Utilities Board	**1,256.7**		1,331.5
	(c)	The Manitoba Securities Commission	-	(1)	-
	(d)	The Property Registry	-	(1)	-
	(e)	Companies Office	-	(1)	-
			2,212.7		2,361.8

(1) The Manitoba Securities Commission , The Property Registry and Companies Office function as special operating agencies and on this basis no funding is required in the 2002/2003 Estimates of Expenditure. (See Part 4)

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION

OBJECTIVES:

To provide a legislative and regulatory framework which promotes the orderly growth and development of cooperatives, credit unions and caisses populaires, and the insurance industry in Manitoba.

To protect the public while facilitating the transaction of the business of insurance.

To provide a legislative and regulatory framework to safeguard the funds gathered from the public and ensure the prudent investment of those funds.

To protect members of cooperatives, credit unions caisses populaires through the adminisration of The Cooperatives Act, The Credit Unions & Caisses Populaires Act and corresponding regulations.

ACTIVITY IDENTIFICATION:

Regulate and license private insurance companies, regulate all trust and loan corporations registered to do business in Manitoba.

Licence hail insurance agents, hail insurance adjusters and accident and baggage insurance agents. Oversee the Insurance Council of Manitoba in its role to regulate all other insurance agents and adjusters.

Review existing legislation and recommend changes where appropriate.

Monitor the financial and operational performance of the Credit Union Deposit Guarantee Corporation, La Société d'assurance-dépôts des Caisses Populaires, The Credit Union Central of Manitoba and La Federation des Caisses Populaires du Manitoba.

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION (Con't.)

ACTIVITY IDENTIFICATION: (Con't.)

Approve incorporation documents, by-law changes, offering statements and receive other documents for all cooperatives, credit unions, and caisses populaires incorporated in Manitoba.

Interpret the intent of the Act, regulations and by-laws of cooperatives, credit unions and caisses populaires.

Mediate disputes between members and their cooperative, credit union or caisse populaire and between consumers and insurance companies and trust and loan corporations.

EXPECTED RESULTS:

Public confidence in the financial institutions operating in Manitoba.

Fair and timely resolution of disputes between members and credit unions, caisses populaires, and cooperatives, and between insurance companies and trust and loan corporations and their customers.

A fair and efficient marketplace in which to operate insurance companies, trust and loan corporations, cooperatives, credit unions and caisses populaires.

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION (Con't.)

	Estimates of Expenditure 2002/2003			Estimates of Expenditure 2001/2002	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**3.00**	**240.1**		**3.00**	230.7
Professional/Technical	**4.50**	**231.3**		**4.50**	250.8
Administrative Support	**4.00**	**151.0**		**5.00**	175.6
Employee Benefit Allocation		**74.6**			69.0
Total Salaries & Employee Benefits	**11.50**	**697.0**	1	12.50	726.1
OTHER EXPENDITURES					
Transportation		**5.6**			5.6
Communications		**22.3**			22.5
Supplies and Services		**165.9**			207.9
Public Debt		**-**			-
Minor Capital		**6.8**			6.8
Other Operating		**58.4**			61.4
Total Other Expenditures		**259.0**	2		304.2
TOTAL EXPENDITURES		**956.0**			1,030.3

1. Net decrease the result of salary increases under negotiated collective agreements, provision for one-day accrual offset by a reduction of a clerical position and by vacancy management.
2. General operating expenditure reduction.

Sub-Appropriation 05-3B

PUBLIC UTILITIES BOARD

OBJECTIVES:

To exercise general supervision over the operations of public utilities in Manitoba, regulating rates, service practices and certain specified business operations of the various utilities under its jurisdiction.

To license persons providing pre-arranged funeral services and operators of certain cemeteries together with the authorizing of fees charged for such services.

ACTIVITY IDENTIFICATION:

Has regulatory authority under The Crown Corporations Public Review and Accountability Act of Manitoba Hydro and Manitoba Public Insurance Corporation.

Has regulatory authority under The Public Utilities Board Act of natural gas, propane distribution and all water and sewer utilities in the Province except for rate setting responsibilities for the City of Winnipeg operation.

Acts as an appellate tribunal in appeals under The Highways Protection Act from decisions of The Highway Traffic Board.

Administers The Prearranged Funeral Services Act and The Cemeteries Act.

Sub-Appropriation 05-3B

PUBLIC UTILITIES BOARD (Con't.)

SALARIES & EMPLOYEE BENEFITS	Estimates of Expenditure 2002/2003 FTEs	$(000's)		Estimates of Expenditure 2001/2002 FTES	$(000's)
Managerial	2.00	186.3		2.00	181.5
Professional/Technical	2.23	101.2		2.23	95.5
Administrative Support	4.00	147.8		4.00	143.2
Other (Board Members)	-	49.5		-	99.5
Employee Benefit Allocation		58.8			59.3
Total Salaries and Employee Benefits	8.23	543.6	1	8.23	579.0
OTHER EXPENDITURES					
Transportation		32.0			32.0
Communications		29.1			29.1
Supplies and Services		562.2	2,3		601.6
Public Debt		0.0			0.0
Minor Capital		20.0			20.0
Other Operating		69.8			69.8
Total Other Expenditures		713.1			752.5
TOTAL EXPENDITURES		1,256.7			1,331.5

1. Net decrease the result of salary increases under negotiated collective agreements and provision for one-day accrual offset by a reduction in the board members' salary line to reflect historical costs.
2. Accommodation cost recovery adjustment.
3. General operating expenditures reduction.

Sub-Appropriation 05-3C

THE MANITOBA SECURITIES COMMISSION

THE MANITOBA SECURITIES COMMISSION BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1999. REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Sub-Appropriation 05-3D

THE PROPERTY REGISTRY

THE PROPERTY REGISTRY BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1997. REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Sub-Appropriation 05-3E

COMPANIES OFFICE

THE COMPANIES OFFICE A SPECIAL OPERATING AGENCY ON APRIL 1, 1996.
REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2002/2003 $(000's)		Estimates of Expenditure 2001/2002 $(000's)
5.4	4.	AMORTIZATION AND OTHER COSTS RELATED TO CAPITAL ASSETS	**249.3**		248.9
		Provides for costs related to capital assets			
		a) Desktop Services			
		(1) Amortization Expense - Hardware and Transition	**94.7**		139.1
		(2) Amortization Expense - Enterprise Software	**16.9**		34.8
		(3) Enterprise Software Licenses	**38.4**		-
		Sub-total (a)	**150.0**		173.9
		b) Amortization Expense	**63.3**		60.0
		c) Interest Expense	**36.0**		15.0
		Total	**249.3**	1	248.9

1 For 2002/03, the interest costs related to tangible capital assets being amortized and Part B - Capital Investment will now be recovered from departments. These costs are reflected in the Public Debt Appropriation in the Department of Finance with an offsetting recovery from other (departmental) appropriations in 2002/03 as well as the 2001/02 Adjusted Vote, for comparative purposes.

Part B	CONSUMER AND CORPORATE AFFAIRS (5)	**Estimates of Capital Investment 2002/2003 $(000's)**	Estimates of Capital Investment 2001/2002 $(000's)
	Residential Tenancies Branch Re-engineering Project	**980.0**	500.0

PART 3

HISTORICAL INFORMATION

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

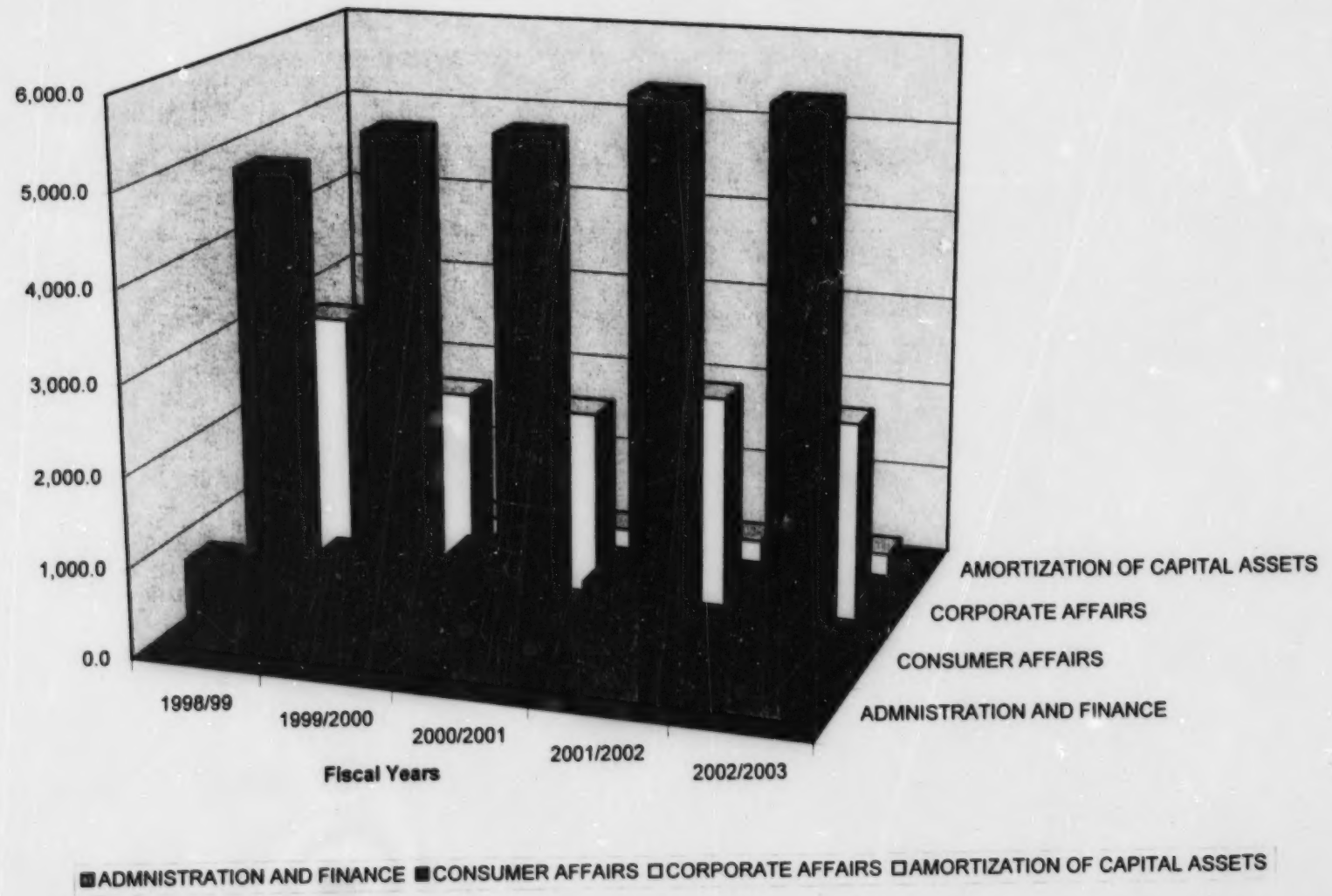
FIVE YEAR EXPENDITURE AND STAFFING SUMMARY BY MAIN APPROPRIATION

FOR THE FISCAL YEAR ENDING MARCH 31, 2003

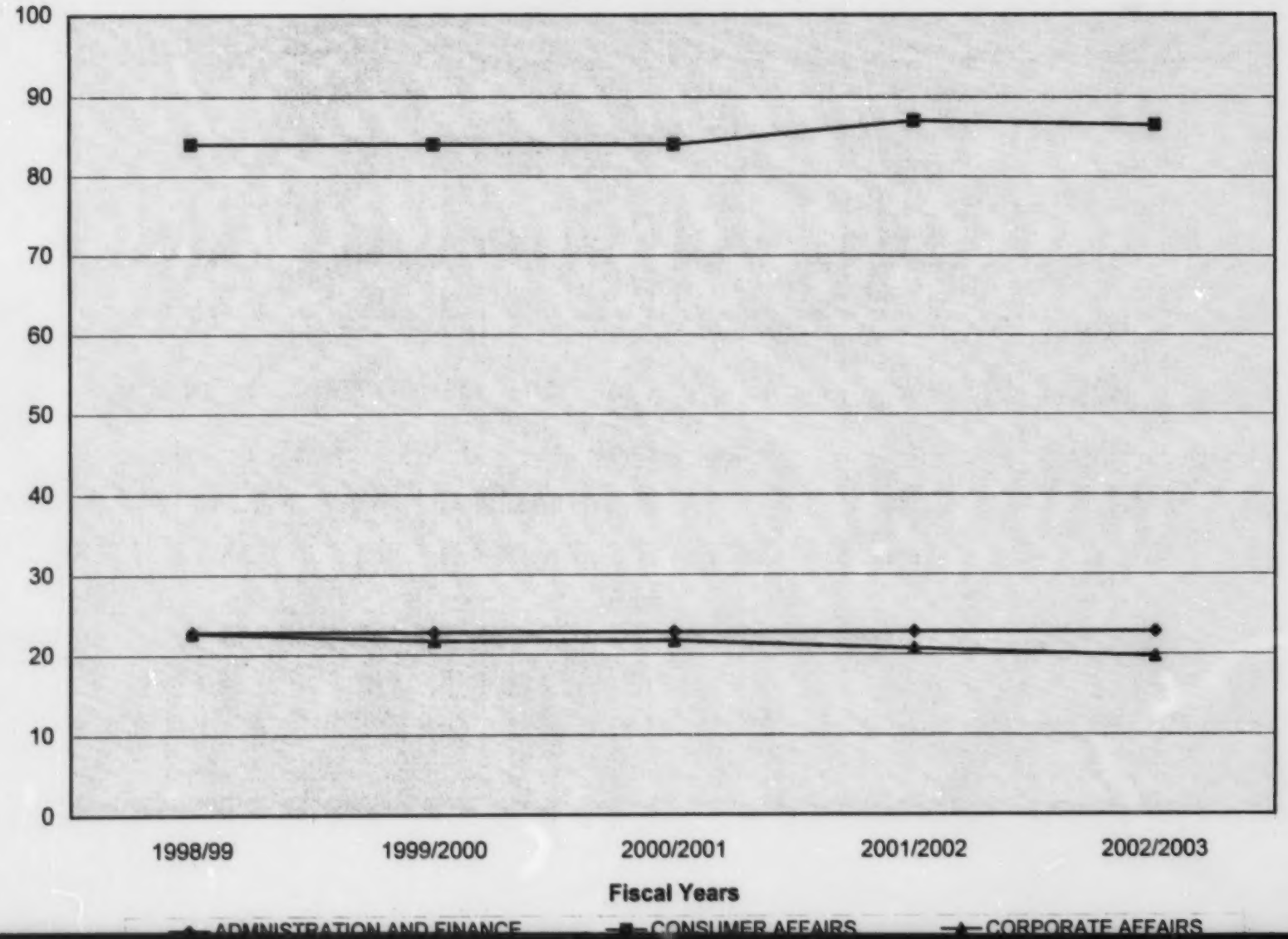
	ACTUAL/*ADJUSTED ESTIMATES OF EXPENDITURE						ADJUSTED ESTIMATES OF EXPENDITURE		PRINTED MAIN ESTIMATES OF EXPENDITURE	
	1998/1999		1999/2000		2000/2001		2001/2002		2002/2003	
	FTE	$	FTE	$	FTE	$	FTE	$	FTE	$
ADMINISTRATION AND FINANCE	22.78	995.3	22.78	1,193.4	22.78	1,365.2	22.78	1,244.4	22.78	1,218.8
CONSUMER AFFAIRS	84.00	4,889.2	84.00	5,363.1	85.00	5,416.7	87.00	5,917.6	86.50	5,895.4
CORPORATE AFFAIRS	22.73	2,900.0	21.73	2,148.9	20.73	2,055.0	20.73	2,361.8	19.73	2,212.7
AMORTIZATION AND OTHER COSTS RELATED TO CAPITAL ASSETS		0.0		197.3		221.6		248.9		249.3
TOTAL	129.51	8,784.5	128.51	8,902.7	128.51	9,058.5	130.51	9,772.7	129.01	9,576.2

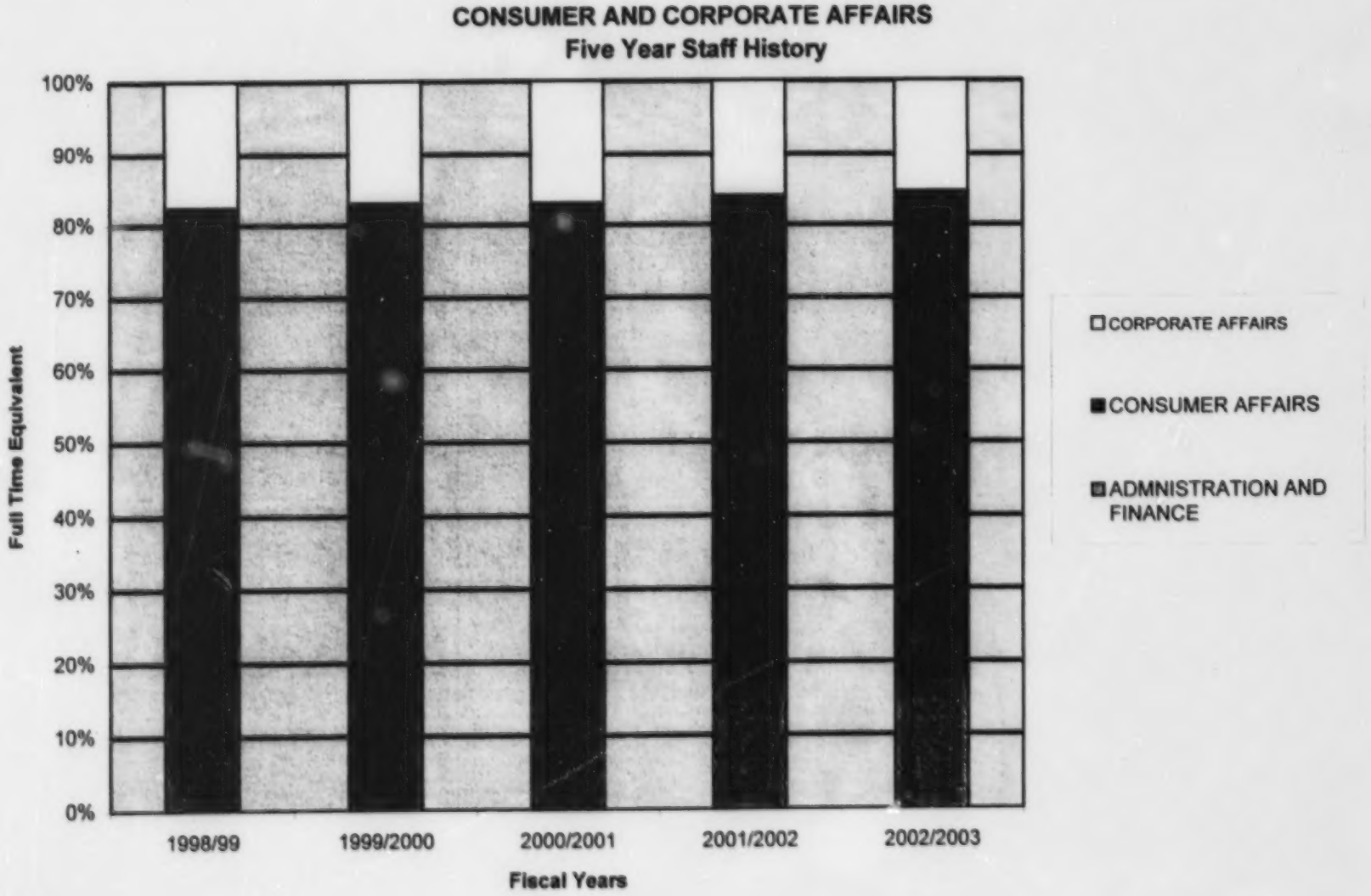
* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a re-organization during the years under review.

CONSUMER AND CORPORATE AFFAIRS
Five Year Expenditure History



CONSUMER AND CORPORATE AFFAIRS
Five Year Staff History




CONSUMER AND CORPORATE AFFAIRS
Five Year Staff History
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Full Time Equivalent
1998/99
1999/2000
2000/2001
2001/2002
2002/2003
Fiscal Years
CORPORATE AFFAIRS
CONSUMER AFFAIRS
ADMNISTRATION AND FINANCE

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

FIVE YEAR REVENUE SUMMARY

RELATED TO MAJOR PROGRAMS

	*THE ACTUAL/ADJUSTED REVENUES			*PRINT	ESTIMATE
	1998/99	1999/2000	2000/2001	2001/2002	2002/2003
ADMINISTRATION AND FINANCE	167.2	157.0	681.4	233.5	233.5
CONSUMER AFFAIRS	1,074.5	1,188.4	1,163.8	1,661.4	1,744.2
CORPORATE AFFAIRS	53,120.2	53,133.4	56,567.2	55,770.0	57,812.5
TOTAL	54,361.9	54,478.8	58,412.4	57,664.9	59,790.2

* Adjusted figures reflect historical data on a comparable basis in those programs affected by a re-organization, during the years under review.

GLOSSARY

Cost Element

A cost element is a classification of expenditures according to the nature of expense such as salaries, supplies and services, etc., which identifies the object of expenditure out of appropriation funds. The government accounting system tracks expenditures according to the following cost element groups:

Cost Element Group	Components
Salaries	Regular Earnings, Other Earnings (Overtime, shift premium), Ministers and Members of the Legislative Assembly, Fringe Benefits, Other (Workers Compensation Allowance, Supplement), Health and Education Tax Levy, Benefit Charge Back.
Grants andTransfer Payments	Discretionary Grant, Non - Discretionary Grant, Transfer Payment, Valuation Allowance, Capital Grant.
Transportation	Vehicles, Aircraft, Other (taxi, bus, freight, rail) Travel Agency Fees, Freight/Courier.
Communication	Telephone, Electronic Communication Services, Postal Services, Advertising/Program Promotion, Radio Systems, Other.
Supplies and Services	Operating Supplies, Materials, Office Supplies, Maintenance, Other Services, Rentals, Professional Services, Utilities, Other Fees.
Public Debt	Credit/Debit Card Fees, Gain/Loss on Foreign Exchange, Interest on Debt, Discount on Debt, Amortization-Debt, Interest Charges, Other Charges.
Minor Capital	Land, Buildings, Vehicles, Machinery & Equipment, Computers, Furniture, Leasehold Improvements, Loss on Sale of an Asset, Amortization Expense.
Other Operating	Accommodations, Food and Beverage, Computer Related Charges, Insurance Costs, Publications, Allowances and Other Financial Compensation , Other Personnel Costs (relocation/transfer costs), Other Operating (membership fees, hospitality, employee training, uniforms, conference/convention registration fees, incidental allowances), Imputed Surcharges.

Cost Element Group	Components
Financial Assistance Related Costs	Clothing for Citizens, Fees and Services, Assistance Payments (food, shelter, allowances, utilities) Transportation Health, Special Needs.

Employee Benefits

Costs incurred by government for its contributions to the Employment Insurance Program, the Canada Pension Plan, the Group Life Insurance Plan and the Ambulance, the Group Life Insurance Plan and the Ambulance, Hospital Semi-Private Plan, as well as the payments made under the Dental Plan, the Long-Term Disability Plan and the Levy for Health & Post Secondary Education.

Estimates of Expenditure (Adjusted)

A re-alignment of previous year's vote for any organizational change to provide for more accurate and realistic comparisons from one budget year to the next.

Full Time Equivalent

A measurement for number of positions. Every full-time regular position represents one full-time equivalent position. Other categories (e.g., term, departmental, sessional, contract) are measured in proportional equivalents, e.g. a program with a vote of 1.50 term FTE could hire staff in any combination that results in a total of 1 1/2 years (or 78 weeks) of employment (e.g., 6 staff for 3 months (13 weeks) each; 2 staff for 9 months (39 weeks) each, 1 full-time and 1 half-time staff for 1 year; 3 half-time staff for 1 year; 3 half-time staff for 1 year, etc.)."

Staff Categories

Managerial

Positions which have been delegated the authority and have the responsibility to plan, administer, and control the resources and activities of a defined organizational unit in the Manitoba Government, and are directly and fully accountable for:

- the utilization of resources in achieving planned objectives including the development of a budget and the initiation and authorization of expenditures: and

- the organization's results and impacts:

Professional/Technical

Employees who have duties that relate to specific areas of program operations requiring some functional specialization.

Included in this category are employees classified within the following components and/or series:

Education
Health
Legal, Inspection and Regulatory
Physical Sciences
Social Sciences
Trades, Operations and Services
Personnel Officer Series
Administration (with the exception of the Administrative Officer Series)
Engineers
Legal Aid Lawyers (L.A.L.A.)
Crown Attorneys (M.A.C.A.)
Doctors (M.M.A.)
L.A.M.C. Staff
Professional Officer Series

Note: Those employees designated as managers and also classified within one above components or the excluded component shall be categorized only once, as managerial.

Administrative Support

Employees who have duties related to the provision of support and assistance to to program operations.

Included in this category are employees classified within the clerical component or the Administrative Officer series.

Staff Turnover Allowance

An adjustment made to a salaries account to allow for attrition and staff turnover. It is a negative adjustment to enable the organization to more accurately display salary requirements.

PART 4

SPECIAL OPERATING AGENCIES

VITAL STATISTICS AGENCY
ESTIMATES SUPPLEMENT INFORMATION FOR LEGISLATIVE REVIEW

BACKGROUND

Vital Statistics has been compiling Manitoba's vital events since 1882. In 1983 the divisional registration system was replaced by a central registration system in order to improve effectiveness and efficiency in enforcing and administering *The Vital Statistics Act*.

Vital Statistics was transferred to the Department of Consumer and Corporate Affairs from Family Services prior to obtaining Special Operating Agency Status. Vital Statistics became an autonomous operating unit under the Special Operating Agencies Financing Authority on April 1, 1994. The Agency is financially self-sustaining, and is oriented toward continuous improvement in service quality and efficiency.

RESPONSIBILITY

Vital events occurring in Canada are required to be registered by Federal law. The Vital Statistics Agency is responsible for delivering mandated services to clients through administration of three major Acts: *The Vital Statistics Act*, *The Change of Name Act*, and *The Marriage Act*. The Agency is mandated by these Acts to administer all matters pertaining to the registration of births, marriages, deaths, stillbirths, adoptions and legal changes of name. Vital Statistics maintains a permanent registry of vital event records, and issues certificates and certified copies of vital events. The Agency also conducts administrative duties under *The Public Health Act*; *The Child* and *Family Services Act* and *The Family Maintenance Act*.

VISION

To strive for excellence through responsive and innovative delivery of Vital Statistics services.

MISSION

To provide the public with services related to Manitoba vital events in a manner which effectively meets all legislative requirements.

GOALS

The Agency has created the following goals in support of its mission:

- To ensure accurate and timely registration of vital events;
- To ensure all legislative requirements are met with respect to compliance, privacy, safekeeping and authorized access to records and information;
- To provide courteous, timely and cost-effective service; and
- To recover full costs for services and maximize sales opportunities.

MANDATE

- To maintain the provincial registry for births, marriages, deaths and stillbirths; issue certificates and certified copies; and provide statistical reports and other related services to its customers in accordance with *The Vital Statistics Act*.

- To register clergy and marriage commissioners as marriage ceremony officiates; appoint marriage commissioners; register marriage licence issuers; issue marriage licences; and recognize religious denominations for purposes under *The Marriage Act*.

- To register, issue certificates and conduct searches for legal changes of name in accordance with *The Change of Name Act*.

- To process applications for Orders Authorizing Disinterment pursuant to *The Public Health Act*.

- To register adoptions; re-register births; and amend records pursuant to *The Child and Family Services Act*; and amend parentage particulars of birth records pursuant to *The Family Maintenance Act*.

Products and Services

Vital Statistics performs a broad range of activities and services that are primarily mandated under *The Vital Statistics Act*, *The Marriage Act* and *The Change of Name Act*. The Agency maintains records and respective registries of vital events, changes of name and adoptions, through which the following products and services are provided:

- small-size certificates for births, marriages and changes of name;
- large-size certificates for birth, marriages, deaths and changes of name;
- certified copies of registration for birth, marriage, death, stillbirth and certificates of change of name;
- record searches (including genealogical searches) and issuing search receipts;
- amendment of records for corrections, adoptions and change of name;
- delayed registrations;
- compiling vital event data in list and statistics formats and providing statistical information for bona fide research;
- issuing marriage licences;
- obtaining Orders Authorizing Disinterment;
- issuing Burial and Re-burial Permits; and
- providing the administrative framework to appoint clergy and commissioners to perform marriages.
- issuing Commemorative birth and marriage certificates.

VITAL STATISTICS AGENCY
PRO-FORMA BALANCE SHEET
AS AT MARCH 31, 2001 TO MARCH 31, 2003
(IN $000's)

		2000-2001 Actual	2001-2002 Estimate	2002-2003 Budget
ASSETS				
Current Assets:				
Cash and Short Term Investments	(1)	925	448	229
Accounts Receivable		64	40	40
Inventory		21	30	30
Prepaid Expenses		15	30	20
Total Current Assets		1,025	548	319
Other Assets:				
Receivable from Province of Manitoba		94	94	94
Total Other Assets:		94	94	94
Capital Assets:				
At Original Cost		1,762	1,832	2,051
Less: Accumulated Amortization		853	1,054	1,252
Net Book Value		909	778	799
TOTAL ASSETS		2,028	1,420	1,212
LIABILITIES				
Current Liabilities:				
Accounts payable	(2)	557	30	60
Accrued liabilities		8	10	10
Accrued vacation entitlement		110	120	120
Accrued salaries & benefits		24	25	20
Unearned Revenue		93	100	100
Total Current Liabilities		792	285	310
Accrued Pension Liabilities		0	0	0
Severance Pay Liabilities		134	140	140
Total Long-Term Liabilities		134	140	140
TOTAL LIABILITIES		926	425	450
EQUITY				
EQUITY				
Retained Earnings		1,102	995	762
TOTAL EQUITY		1,102	995	762
TOTAL LIABILITIES AND EQUITY		2,028	1,420	1,212

(1) Includes $411.3 pension – related investments
(2) Includes $411.3 pension – related payable to the Province

As at March 31, 2001, the Province assumed responsibility for administering the SOA's pension liabilities. Accordingly, the amount of $411.3 was transferred to the Province during the first quarter of fiscal year 2001-2002.

VITAL STATISTICS AGENCY
PRO-FORMA STATEMENT OF EARNINGS & RETAINED EARNINGS
FOR THE FISCAL PERIODS ENDING MARCH 31, 2003
(IN $000's)

	2000-2001 Actual	2001-2002 Estimate	2002-2003 Budget
REVENUES			
Net Revenues	2,259	2,360	2,450
Cost Recoveries from Gov. Depts.	113	140	160
Interest Income	29	30	20
TOTAL REVENUES	2,401	2,530	2,630
EXPENSES			
Employee Salaries	1,084	(1) 1,150	(1) 1,154
Employee Benefits	144	(2) 208	(2) 208
Accommodations	154	154	154
Advertising & Marketing	17	32	(5) 20
Office Equipment Support	20	25	25
Desktop/Information System Support	247	266	266
Gov't Department Charges	16	(3) 50	(4) 60
Office & Printed material Supplies	127	128	(5) 100
Courier & Postage	97	95	95
Telecommunications	37	35	35
Professional Fees	40	40	30
Staff Development & Training	3	5	4
Amortization	224	201	198
Miscellaneous Operating Expenses	7	13	14
TOTAL EXPENSES	2,217	2,402	2,363
NET EARNINGS FOR PERIOD	184	128	267
RETAINED EARNINGS			
Beginning of Period	1,618	1,102	995
Revenue Sharing Payment to Province of Manitoba	(6) 700	(7) 235	500
RETAINED EARNINGS END OF PERIOD	1,102	995	762

(1) Includes two new staff (term in 2001/02, permanent in 2002/03) to meet increased workload associated with the Agency's efforts to deter fraudulent acquisitions of birth certificates or certified copies.
(2) Effective April 1, 2001, the Agency began providing funds equal to employees' pension contributions to the Province.
(3) Includes $12.5 towards French Language Service Centres (six month period Oct, 2001 to Mar, 2002)).
(4) Includes $25.0 towards French Language Service Centres (full year).
(5) General operating expenditure reduction.
(6) Increased revenue sharing payment due to reduction of revenue fluctuation reserve fund from 25% to 10%
(7) Original Printed Estimates, $200.0

VITAL STATISTICS AGENCY
PRO-FORMA STATEMENT CASH FLOW
FOR THE FISCAL PERIODS ENDING MARCH 31, 2003
(IN $000's)

	2000-2001 Actual	2001-2002 Estimate	2002-2003 Budget
CASH FROM (USED IN) OPERATING ACTIVITIES			
Net earnings for period	184	128	267
Items not involving cash			
Amortization of capital assets	224	201	198
	408	329	465
Changes in non-cash working capital balances			
Investments – Pension related	366	0	0
Accounts receivable	(23)	24	0
Inventory	4	(9)	0
Prepaid expenses	(4)	(15)	10
Accounts payable	(1) 445	(2) (527)	30
Accrued liabilities	4	2	0
Accrued vacation entitlements	14	10	0
Accrued salaries and benefits	4	1	(5)
Unearned revenue	27	7	0
	837	(507)	35
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of Capital Assets	(57)	(70)	(219)
CASH FLOWS FROM FINANCING ACTIVITIES			
Revenue sharing payment to Prov. of Man.	(700)	(3) (235)	(500)
Accrued pension liability	(1) (456)	0	0
Province of Manitoba receivable	97	0	0
Severance pay liability	(17)	6	0
	(1,076)	(229)	(500)
CHANGE IN CASH AND SHORT TERM INVESTMENTS	112	(447)	(219)
CASH AND SHORT TERM INVESTMENTS, BEGINNING OF PERIOD	813	925	448
CASH AND SHORT TERM INVESTMENTS, END OF PERIOD	925	448	229

(1) Includes $411.3 pension – related payable to the Province
(2) Includes $411.3 pension – related payment to the Province
(3) Original Printed Estimates, $200.0

Background

The Commission started as a Special Operating Agency on April 1, 1999. The Commission is responsible for administering and enforcing *The Securities Act, The Commodity Futures Act, The Real Estate Brokers Act and The Mortgage Dealers Act.*

Commission Structure

The Commission was structured in its present form in 1968 as set out in The Securities Act. The Commission is divided into two branches or arms.

The actual Commission is a body that meets regularly (usually weekly) to deal with policy formulation, applications seeking exemptive relief or other relief and performs a quasi-judicial function in the hearing of charges laid under the Acts and for relief or directions. The Commission members (including the Chair) are appointed by order-in-council.

The functional arm of the Commission is made up of full time employees of the provincial government and conducts the day-to-day operations including administration, registrations, processing of applications and prospectuses, preparing matters for referral to the Commissioners and conducting investigations, prosecutions and other hearings. The functional arm of the Commission is comprised of two operating units: the Securities division and the Real Estate division. The Securities division is comprised of corporate finance, registrations, capital markets, legal and enforcement, education/information and finance/administrative areas.

The Chair is also the Chief Executive Officer of the functional arm of the Commission. The senior management group meets at the call of the Chairman and provides executive management direction. The senior management group is made up of the Chair, the Director of Corporate Finance and Chief Administrative Officer., and the Director of Legal & Enforcement & Registrations and Secretary to the Commission. In addition, the extended management committee meets regularly which is made up of the Chair and the two Directors as well as representatives from each functional area of the Commission. The Chair of the Commission reports to the legislature through the Minister of Consumer and Corporate Affairs.

Role and Mission

The role and mission of the Commission is to act in the public interest to protect Manitoba investors and to facilitate dynamic and competitive capital and real estate markets that contribute to the economic development of Manitoba while fostering public confidence in those markets.

Mandate

The Commission was created to regulate the financial and real estate markets and to promote growth, efficiency and integrity of the province's capital markets in an era when capital markets were far less complex. The responsibilities of the Commission have expanded from administration of The Securities Act and The Real Estate Brokers Act to include responsibility for The Mortgage Dealers Act and The Commodity Futures Act. The environment in which the Commission operates has significantly changed from a provincial perspective to regulation within a global economy. The resources (human, technological and financial) had not, in the recent past, kept pace with that rapidly changing environment.

The Commission's mandate is to act in the public interest to protect Manitoba investors and to facilitate the raising of capital while maintaining fairness and integrity in the securities marketplace. Similarly, its real estate industry mandate is to regulate brokers, salespeople, and mortgage dealers to ensure adequate standards are maintained for the protection of the public.

In order to fulfill this mandate the Commission is responsible for the following:

a) review and process applications for registration, including administrative hearings where required to determine whether registration is in the public interest;
b) maintain a public registry of persons registered to trade in the capital markets or real estate markets in the province;
c) provide, through public education, information to help members of the public make informed investment decisions;
d) grant or deny exemptions from requirements of the legislation as appropriate;

e) ensure that take-over bids are carried out in accordance with the prescribed rules;
f) review prospectuses for financial and legal adherence to the securities regulations;
g) review new products for financial and legal adherence to the securities regulations;
h) investigate breaches of legislation, and in doing so, exercising the power of search, the power to compel evidence, seize records and the power to freeze assets;
i) hold administrative hearings to deny, suspend or cancel a registration under statutes administered by the Commission, or to deny a member of the public the right to participate in the capital markets in Manitoba;
j) act as Crown Counsel in prosecutions;
k) develop policy, rules and legislation;
l) oversee activities of self regulatory organizations such as The Winnipeg Commodity Exchange;
m) ensure that public companies and registrants provide continuous disclosure of information; and
n) participate in national and international organizations, including the Canadian Securities Administrators and the North American Securities Administrators Association, to ensure that the concerns and issues related to the operation of capital markets in Manitoba are communicated to other jurisdictions and prevent the interests of larger markets from prejudicing capital market activity in Manitoba.

Vision

The vision of the Commission is to maintain and foster fair, efficient and transparent capital and real estate markets in Manitoba as well as public confidence in those markets.

Values

The Commission's mission and goals are supported by the following core values

a) to provide strong management to ensure regulatory effectiveness, control and accountability;
b) to strive to utilize current technologies as an innovative approach to meet market expectations;
c) to promote continuous learning, teamwork, service innovation and performance improvement; and
d) to provide service excellence to clients at reasonable prices.

The Commission supports the Government of Manitoba's goal of promoting new industries while building on regional strengths. Having faith in the market place, information and regulation will promote investment by Manitobans in Manitoba companies and sustain long-term growth and employment. That faith is dependent on the ability of the Commission to create certainty in the marketplace through the administration of the legal and policy framework within which businesses can operate and consumers can invest with confidence.

Goals and Objectives

A) Long-Term Goals

The Commission is pursuing the following long-term goals to contribute to a dynamic economy, exercise appropriate fiscal management and improve the quality of life for Manitobans:

a) to provide efficient, fair and responsive service to the public and collect the requisite fees;
b) to foster and support the development of capital and real estate markets that will provide investment opportunities and/or access to capital for the benefit of Manitobans;
c) to ensure that securities markets participants have access to adequate and accurate information through the maintenance of registries and continuous disclosure information;
d) to maintain and develop an efficient, effective responsive and enforceable regulatory framework;
e) to ensure that the policies and operations of the Winnipeg Commodity Exchange and the TSX Venture Exchange are consistent with the mandate of the Commission;
f) to participate in and influence the development and harmonization of national securities regulations;
g) to provide informational and educational services to market participants and the general public; and
h) to attempt to bring the services of industry regulators such as the Investment Dealers Association and Mutual Fund Dealers Association, closer to Manitoba investors by encouraging the se organizations to open Winnipeg offices. (This will require recognition of these organizations by the Commission as self-regulatory organizations.)

B) Short-Term Objectives

In addition to the long-term goals guiding the Commission's decisions and practices, short-term objectives have been developed for all functional areas which include:

i) Continuing to provide and improve upon the following:

a) review and approve applications for registration and monitor the ongoing activities of registrants;
b) review prospectuses and other offering documents to ensure full, true and plain disclosure in respect of securities that are sold in Manitoba;
c) review applications for exemptive relief from legislative requirements and make appropriate recommendations to the Commission for granting/denial of same;
d) ensure public companies provide continuous disclosure of prescribed information to the public and the Commission including financial statements, insider trading reports and proxy and annual general meeting materials; and
e) continue to conduct investigations, prosecutions and hearings as required;

ii) Developing/Implementing the following:

f) continue to develop the mutual reliance process whereby jurisdictions rely on the analysis and review performed by another jurisdiction;
g) continue and expand the compliance audit regime for registrants;
h) continue to effectively utilize the rule-making process;
i) review and amend existing legislation, regulations and established rules to facilitate the raising of capital and the harmonization of securities rules on a national basis;
j) administer The Commodity Futures Act and provide regulatory oversight of the Winnipeg Commodity Exchange (WCE);
k) expand the development and delivery of informational and educational programs for the benefit and protection of the investing public;

l) effectively and efficiently manage the ongoing operations of the Commission;
m) assume a regulatory oversight role for the Winnipeg office of TSX; and
n) institute the National Registration Database system of registration.

The Commission's overall long-term goal is to operate an adequately funded independent organization, which through properly managed resources and the utilization of current technology, will continue to provide efficient service and where necessary, enhance upon that service.

Critical Success Factors

Upon becoming an SOA the Commission identified six critical success factors. These success factors continue to be necessary for the Commission to fulfill its mandate. They are:

1) maintaining access to adequate resources to allow timely reaction to market forces and proactive regulation of market participants;
2) maintaining staffing levels and staff expertise;
3) effective management of resources available to the Commission;
4) development of a clear, results-oriented performance framework for accurate planning and measurement of achievements;
5) maintaining and improving stakeholder consultation;
6) maintaining Commission independence as a quasi-judicial body.

STATEMENT 1

MANITOBA SECURITIES COMMISSION
PRO-FORMA BALANCE SHEET
AS AT MARCH 31, 2001 TO MARCH 31, 2003
(IN $000'S)

	2000-2001 Actual	2001-2002 Revised Forecast	2002-03 Projected
ASSETS			
Current Assets:			
Cash/Short-Term Deposits	4065	2347	88
Accounts Receivable	26	1	15
Prepaid Expenses	11	35	20
	4102	2383	123
Restricted Short-Term Deposits	670	1200	1000
Due from Province of Manitoba	269	269	269
Capital Assets			
At Original Cost	947	1037	1037
Less: Accumulated Amortization	315	502	700
Net Book Value	632	535	337
TOTAL ASSETS	5673	4387	1729
LIABILITIES			
Current Liabilities			
Accounts Payable	163	0	0
Accrued Liabilities	29	25	25
Accrued Vacation Entitlement	175	162	175
Accrued Salaries & Benefits	51	45	55
Current Portion of Long Term Debt	0	0	0
	418	232	255
Severance Pay Liability	164	164	173
Pension Liability	0	0	0
TOTAL LIABILITIES	582	396	428
EQUITY			
Equity			
Reserve Fund	670	905	1000
Retained Earnings	4421	3086	301
TOTAL EQUITY	5091	3991	1301
TOTAL LIABILITIES AND EQUITY	5673	4387	1729

NOTES

A significant decrease in cash and retained earnings is a result of decreased revenues and an increase in the disposition of surplus funds to the Province's consolidated revenue.

STATEMENT 2

MANITOBA SECURITIES COMMISSION
PRO-FORMA STATEMENT OF EARNINGS
AS AT MARCH 31, 2001 TO MARCH 31, 2003
(IN $000'S)

	2000-2001 Actual	2001-2002 Revised Budget	2002-2003 Projected	
REVENUES				
Fees	7401	7500	6000	1
Interest	167	163	135	
Miscellaneous	8	1	5	
TOTAL REVENUES	7576	7664	6140	
EXPENSES				
Salaries & Benefits	1908	2096	2194	
Staff Development & Training	15	41	30	
Professional Memberships & Dues	6	7	8	
Premises	120	142	141	
Departmental Services	0	0	50	
Desktop Services	313	340	141	2
Information Systems Support	0	0	105	
Professional Services	65	66	75	
CSA Initiatives	2	75	85	
Travel	51	72	70	
Telecommunications	51	61	59	
Office Materials & Supplies	107	120	91	
Education/Informatio Initiatives	20	24	50	
Amortization	169	187	198	
Interest	0	0	0	
Research Resources	32	20	20	
Miscellaneous	12	13	13	
TOTAL EXPENSES	2871	3264	3330	
NET EARNINGS FOR THE PERIOD	4705	4400	2810	

Notes

1 The decrease in fees arise from a decrease in registration and filing activities.

2 The decrease in desktop services was the result of segregating this category to "Departmental Services and "Information Systems Support."

STATEMENT 3

MANITOBA SECURITIES COMMISSION
PRO-FORMA STATEMENT OF RETAINED EARNINGS
AS AT MARCH 31, 2001 TO MARCH 31, 2003
(IN $000'S)

	2000-2001 Actual	2001-2002 Revised Forecast	2002-03 Projected	
RETAINED EARNINGS				
Beginning of Period	1551	4421	3086	
Net Earnings for the period	4705	4400	2810	
	6256	8821	5896	
LESS REQUIRED RESERVE & DISPOSITION OF OPERATING SURPLUS				
Reserve Fund	235	235	95	
Current Period Disposition of Surplus Operating Funds	1600	5500	5500	1,2
	1835	5735	5595	
RETAINED EARNINGS End of Period	4421	3086	301	

NOTES

1 In 2001-2002, an additional $100 disposition of operating funds was approved, revising the total to $5500. In 2002-2003, an additional $500 was approved for disposition, amending the total to $5500.

2 2001-02 Original Printed Estimates, $5400.

STATEMENT 4

MANITOBA SECURITIES COMMISSION
PRO-FORMA CASH FLOW STATEMENT
AS AT MARCH 31, 2001 TO MARCH 31, 2003
(IN $000'S)

	2000-2001 Actual	2001-2002 Revised Forecast	2002-03 Projected	
CASH PROVIDED (USED) BY:				
OPERATING ACTIVITIES				
Operations				
Net Earnings for period	4705	4400	2810	
Items not involving cash				
Amortization of Capital Assets	169	187	198	
Funds provided by operations	4874	4587	3008	
Change in non-cash working capital balances				
Accounts Receivable	-20	25	-14	
Due from Province of Manitoba	0	0	0	
Prepaid Expenses	10	-24	15	
Accounts Payable	163	-163	0	
Accrued Liabilities	4	-4	0	
Accrued Vacation Entitlements	30	-13	13	
Accrued Salaries & Benefits	19	-6	10	
Pension Liability	-75	0	0	
Severance Pay Liability	-3	0	9	
Funds provided by change in working capital balances	128	-185	33	
Increase/(decrease) in funds from operating activities	5002	4402	3041	
INVESTING ACTIVITIES				
Acquistion of Capital Assets	-60	-90	0	
Transfer to Restricted Short-Term Deposits	-158	-530	200	
FINANCING ACTIVITIES				
Disposition of Surplus Operating Funds	-1600	-5500	-5500	1
Repayment of Long Term Debt	-598	0	0	
Increase(Decrease) in Cash Position	2586	-1718	-2259	
CASH				
Beginning of Period	1479	4065	2347	
CASH				
End of Period	4065	2347	88	

Note 1. Original Printed Estimates, $5,400.0.

SUPPLEMENTARY INFORMATION FOR LEGISLATIVE REVIEW

BACKGROUND

The Property Registry became a Special Operating Agency April 1, 1997. The agency merges two distinct registries, the Land Titles Office and The Personal Property Registry. The Land Titles Office administers the provincial systems of land holding in accordance with *The Real Property Act, The Registry Act* and other related *Acts*, and maintains the written and drawn legal descriptions of all land in the Province of Manitoba. The Personal Property Registry records and provides information for the public concerning corporate securities appointment of receivers and security interests in collateral in accordance with *The Personal Property Security Act.* It provides a central registry for liens having priority under various provincial statutes.

MANDATE

The Registry's main function is to provide certification of titles to land, maintain land records and provide reliable information of financial interests in personal property to the public.

MISSION STATEMENT

TO OPERATE MODERN, EFFICIENT, ACCESSIBLE REGISTRIES WHICH PROVIDE QUALITY, ASSURED AND RELIABLE INFORMATION ON INTERESTS IN REAL AND PERSONAL PROPERTY.

ONGOING GOALS

The ongoing goals of the Registry are to:

- Ensure accurate, orderly and timely registration of documents.
- Maintain the integrity of the system by ensuring proper adherence to all legal, survey and statutory requirements, including issuance of titles and maintenance of the survey fabric.
- Provide cost-effective services.

CRITICAL SUCCESS FACTORS

- Foster continuous improvement in providing quality and responsive service.
- Provide accountable, fiscally responsible management.
- Follow best private and public sector employment practices with staff involvement.
- Develop strategic information systems, enabling information technology that serves the Registry's business requirements.

AGENCY STATUS

Effective April 1, 1997, the Land Titles Office and The Personal Property Registry merged to form The Property Registry, a Special Operating Agency.

The Property Registry continues to be part of the Department of Consumer and Corporate Affairs.

PRODUCTS AND SERVICES

- Reliable and secure title information and issuing certificates of title ownership.
- Professional advice relating to land and interests in land.
- Administers mortgage sale and tax sale proceedings and real property applications.
- Records information about interests in collateral.
- Information records and certificates about The Property Registry.
- Administers and collects land transfer tax on behalf of the Minister of Finance.
- Title information to the City of Winnipeg and to the Province.

KEY OBJECTIVES

Marketing

- To achieve the identified performance targets for processing work.
- To diversify and enhance products and services.
- To determine client needs and satisfaction.

Operations and Site Management

- To improve current facilities and reduce costs, long term.

Financial

- To provide accountable, fiscally responsible management.
- To continue to collect appropriate level of fees and taxes.
- To maintain Province's net revenue position.
- To ensure net income and financial viability.

Records Preservation

- To preserve existing paper records of the Land Titles Office and all electronic records of the Registry.

Human Resources

- To stabilize employee job status.
- To improve employee knowledge and skills.

Information Technology

In partnership with the Better systems Initiative (BSI), the Registry will deliver service by:

- Continuing enhancement of the new Personal Property Registry System.
- Committing personnel and technological resources to the study, design and implementation of the Better Systems Initiative.
- Continuing automation of the Land Titles Office.
- Enhancement of the survey indices and plan conversion project.

2002/2003 KEY TARGETS

- Turnaround time in calendar days (yearly average)

Land Titles registrations	5 days electronic
Surveys registration	7 days
Survey examinations	7 days
Public searches (Land Titles Offices)	1 day

- Personal Property

Registrations	
Printed	5 days
Electronic	1 day
Searches	
Printed	1 day
Electronic	same day

THE PROPERTY REGISTRY

Projected Balance Sheet
As at March 31 for the years 2001 to 2003
(in thousands of dollars)
Unaudited

	Actual 2001	Estimated 2002	Forecast 2003
Assets			
Current assets			
Cash and short-term investments - operations	3,148.0	2,145.8	1,310.0
Investments - pension provision	1,459.0	0.0	0.0
Customer account deposits	1,271.0	1,000.0	1,000.0
Accounts receivable	129.0	110.0	110.0
Prepaid expenses	57.0	50.0	50.0
Total current assets	6,064.0	3,305.8	2,470.0
Long-term investments and amounts due from the Province of Manitoba			
Uncollected cost recovery	0.0	0.0	0.0
Severance payable	1,238.0	1,238.0	1,238.0
Vacation payable	546.0	546.0	546.0
	1,784.0	1,784.0	1,784.0
Capital assets, net of accumulated amortization	400.0	458.0	519.0
TOTAL ASSETS	8,248.0	5,547.8	4,773.0
Current liabilities			
Working capital loan/Bank indebtedness			
Accounts payable and accrued liabilities	238.0	125.0	125.0
Customer account deposits liability	1,273.0	1,000.0	1,000.0
Severance payable	256.0	256.0	256.0
Vacation payable	669.0	669.0	669.0
Current portion of capital lease obligations	0.0	16.0	18.0
Land titles assurance fund	69.0	0.0	0.0
Total current liabilities	2,505.0	2,066.0	2,068.0
Accrued pension costs	1,598.0	0.0	0.0
Long-term obligations under capital lease	0.0	44.0	26.0
Long-term severance payable	926.0	860.0	860.0
Total Liabilities	5,029.0	2,970.0	2,954.0
Net Assets			
Equity contribution by Province	0.0	0.0	0.0
Revenue Fluctuation Reserve	0.0	1,425.0	1,467.0
Retained earnings	3,219.0	1,152.8	352.0
Total Net Assets	3,219.0	2,577.8	1,819.0
TOTAL LIABILITIES AND NET ASSETS	8,248.0	5,547.8	4,773.0

THE PROPERTY REGISTRY

Projected Statement of income and retained earnings
For the fiscal years ending March 31, 2001 to 2003
(in thousands of dollars)
Unaudited

	Actual 2001	Estimated 2002	Forecast 2003	
Revenues				
Land transfer tax	12,487.0	12,200.0	13,000.0	
Fee revenue - Land titles	8,035.0	8,300.0	8,807.0	
Fee revenue - Personal property registry	4,000.0	4,000.0	4,000.0	
BSI-PPR incremental revenues	718.0	1,327.0	1,253.0	
BSI-LTO incremental revenues	0.0	0.0	0.0	
Cost recoveries - Administration of Land transfer tax	0.0	0.0	0.0	
Cost recoveries - Services to Provincial departments	268.0	240.0	240.0	
Salary recoveries	410.0	280.0	298.0	
Interest income	180.0	106.0	69.0	
Total revenues	26,098.0	26,453.0	27,867.0	
Less: Tax revenues collected on behalf of Province	(12,487.0)	(12,200.0)	(13,000.0)	1
Net revenues	13,611.0	14,253.0	14,867.0	
Expenses				
Salaries and employee benefits	7,061.5	7,386.0	7,554.0	
Pension expense	358.5	334.0	343.0	
Bad debt expense	0.0	2.0	2.0	
Better Methods SAP expense	20.0	20.0	21.0	
BSI charges and operating costs - PPR	0.0	749.2	1,372.9	
BSI charges and operating costs - LTO	0.0	194.0	355.9	
BSI related plans conversion project	0.0	4.0	4.0	
Computer processing - ISM	307.0	334.0	307.0	
Computer processing - telecommunications	7.0	10.0	10.0	
Department services	67.0	150.0	208.0	
Desktop services	312.0	345.0	486.0	
Equipment lease	104.0	64.0	60.0	
Field inspections	0.0	0.0	15.0	
Insurance	2.0	5.0	5.0	
Interest and bank charges	13.0	15.0	15.0	
Market development cost	7.0	5.0	5.0	
Occupancy costs	747.0	754.0	809.0	
Office supplies and printing	165.0	173.0	182.0	
POS initiative costs (17 POS stations @ $5.5 per BSI)	7.0	96.0	98.0	
Postage and delivery	206.0	265.0	271.0	
Professional fees	24.0	51.0	52.0	
Publications and subscriptions	23.0	29.0	30.0	
Records preservation program gross expense	133.0	197.0	197.0	
Repairs and maintenance	60.0	84.0	86.0	
SOAFA annual levy	2.0	2.0	2.0	
Special surveys	33.0	49.0	83.0	
Survey remonumentation program	130.0	150.0	150.0	
Telephone	80.0	85.0	87.0	
Training and staff development	22.0	59.0	65.0	
Travel - interoffice	39.0	61.0	62.0	
Amortization	117.0	142.0	188.0	
Total Expenses	10,047.0	11,794.2	13,125.8	
Net Earnings	3,564.0	2,458.8	1,541.2	
Retained earnings, beginning of year	3,993.0	3,219.0	1,152.8	
Required Revenue Fluctuation Reserve	0.0	(1,425.0)	(42.0)	
Adjustment for pension re: prior year	162.0	0.0	0.0	
Transfer of surplus funds to Province	(4,500.0)	(3,100.0)	(2,300.0)	
Retained earnings, end of year	3,219.0	1,152.8	352.0	

1. 2001-02 Original Printed Estimates, $11,900.0

THE PROPERTY REGISTRY

Projected Statement of Cash Flows
For the fiscal years ending March 31, 2001 to 2003
(in thousands of dollars)
Unaudited

	Actual 2001	Estimated 2002	Forecast 2003
Cash flows from (used in) Operating activities			
Net earnings	3,564.0	2,458.8	1,541.2
Item not affecting cash:			
Amortization	117.0	142.0	188.0
	3,681.0	2,600.8	1,729.2
Net change in non-cash operating working capital			
Investments - pension provision	(543.0)	1,459.0	0.0
Customer account deposits	(149.0)	271.0	0.0
Accounts receivable	131.0	19.0	0.0
Prepaid expenses	(8.0)	7.0	0.0
Accounts payable and accrued liabilities	(4.0)	(113.0)	0.0
Customer account deposits liability	151.0	(273.0)	0.0
Severance payable - short term portion	7.0	0.0	0.0
Vacation payable	0.0	0.0	0.0
Land titles assurance fund net deposits	3.0	(69.0)	0.0
Accrued pension costs	238.0	(1,598.0)	0.0
Severance payable - long term portion	59.0	(66.0)	0.0
	3,566.0	2,237.8	1,729.2
Cash flows from (used in) Investing activities			
Additions to computer equipment	(136.0)	(131.0)	(92.0)
Additions to office equipment	(15.0)	(62.0)	(80.0)
Additions to leasehold improvements	(102.0)	(7.0)	(77.0)
	(253.0)	(200.0)	(249.0)
Cash flows from (used in) Financing activities			
Proceeds from (repayment of) long-term loans	0.0	0.0	0.0
Proceeds from (repayment of) capital lease	0.0	80.0	(16.0)
Reserve for Revenue Fluctuation	0.0	0.0	0.0
Equity contribution by Province	0.0	0.0	0.0
Cost recovery collection deferral	0.0	0.0	0.0
Revenue sharing to Province	(4,500.0)	(3,100.0)	(2,300.0)
	(4,500.0)	(3,040.0)	(2,316.0)
Net increase (decrease) in cash	(1,187.0)	(1,002.2)	(835.8)
Cash and short-term investments, beginning of year	4,335.0	3,148.0	2,145.8
Cash and short-term investments, end of year	3,148.0	2,145.8	1,310.0

COMPANIES OFFICE

The Office's mission and goals are reflected in its mission statement:

> **THE COMPANIES OFFICE IS THE MANITOBA REGISTRY OF BUSINESSES AND CORPORATIONS, WHERE EMPLOYEES STRIVE TO EXCEED CUSTOMER EXPECTATIONS THROUGH THE DELIVERY OF QUALITY COST-EFFECTIVE SERVICES.**

ORGANIZATIONAL VALUES

The mission statement is supported by the following organizational values:

Human Resources

Belief in our staff is demonstrated by our commitment to:

- fostering employee education and training
- building and encouraging staff team work, job satisfaction, morale, and staff empowerment
- encouraging and acknowledging activities and contributions

Service Delivery

Service excellence is demonstrated by our commitment to:

- encouraging innovative ideas for continuous improvement
- delivering timely and concise information in a courteous manner

Planning

Long and short term planning is demonstrated by:

- having clear objectives for the Office
- multi-year budgeting
- periodically conducting a formalized Strategic Planning session

Technological Innovations

The Office's belief in technology is demonstrated by:

- working towards Internet availability of the Office's products and services
- keeping in step with future advances in information technology

SUMMARY OF COMPANIES OFFICE GOALS

SUMMARY OF THE PRODUCT AND SERVICE PLAN GOALS:

1. Ensure the electronic filing of name reservations runs smoothly.
2. Hold one client impact meeting.
3. Increase certain fees under The Business Names Registration Act
4. Prepare instruction sheets respecting business registration changes
5. Prepare information sheet for non-profit organizations
6. Provide clients with access to business electronic service delivery
7. Research the automation of the manual file-card system.

SUMMARY OF THE HUMAN RESOURCE PLAN GOALS:

1. To ensure staff are thoroughly trained on the new computer technology and processes.
2. To continue to provide staff with continuous learning opportunities.
3. To continue to provide creative ways to communicate with staff and clients.
4. To begin implementation of the succession management plan.
5. To review the structure of the organization, review classifications and update position descriptions.
6. To prepare a new format for Performance Appraisal Reviews.

SUMMARY OF THE PERFORMANCE FRAMEWORK PLAN:

1. The Office will maintain its Performance Framework Reporting.

SUMMARY OF QUALITY SERVICE GOALS:

1. The Office will maintain its continuous improvement program.

SUMMARY OF INFORMATION TECHNOLOGY MANAGEMENT PLAN:

1. Continue implementation of new computer environment

SUMMARY OF FINANCIAL MANAGEMENT PLAN GOALS:

1. Fund Information Technology Plan
2. Fund Human Resource Plan
3. Fund Product and Service Plan
4. Contribute a minimum of $1,000 to Consolidated Revenue
5. Prepare reports required by SOAFA.

PERFORMANCE FRAMEWORK PLAN

The Office chose the Balanced Scorecard approach to performance measurement. Implemented in 1996, the plan has a baseline determined largely in the 1996/1997 fiscal year. The performance measures are monitored quarterly and circulated so that all staff will be aware of the progress towards the Office's goals.

BALANCED SCORECARD PERFORMANCE FRAMEWORK

The Balanced Scorecard Performance Framework translates the Office's Mission Statement into performance targets under four headings. The headings represent a balance between external measures and internal measures.

external measures:	Financial
	Customer Satisfaction
internal:	Learning and Growth
	Business Processes

The Office Mission Statement is as follows:

> **The Companies Office is the Manitoba registry of businesses and corporations, where employees strive to exceed customer expectations through the delivery of quality cost-effective services.**

To be sure the Office is achieving its articulated Mission, performance indicators have been determined in each of the four headings as follows:

COMPANIES OFFICE BALANCED SCORECARD PERFORMANCE FRAMEWORK					
1) Financial (to succeed financially, we need to achieve)					
OBJECTIVES	CRITICAL SUCCESS FACTORS: (things that have to go right to achieve the objective	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE Mar. 31, 1997 (except as noted)	PROJECTED Mar. 31, 2002	PEFORMANCE TARGETS (goals based on measures) March 31, 2003
Operate as a financially sound SOA	Possess assets to facilitate business development	Profit	Three Year Average $1,819	$1,484	$371
		Revenue Contribution	$1,000	$1,960	$1,000

2) CUSTOMERS (to achieve our vision, how should we appear to our customers)					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to reach the objective)	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE March 31, 1997 (except as noted)	PROJECTED March 31, 2002	PERFORMANCE TARGETS (goals based on measures) March 31, 2003
Exceed customers' expectations by providing quality service.	Provide service which: 1) is prompt	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	71% (Sept./00) (very satisfied)	80% (very satisfied)	80% (very satisfied)
	2) provides requested information	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	84% (Sept./00) (very satisfied)	90% (very satisfied)	90% (very satisfied)
	3) provides service which is without error.	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	76% (Sept./00) (very satisfied)	85% (very satisfied)	85% (very satisfied)
	Provide new customer service and products	Ongoing development of new product or service.	Four: - credit payments. -interactive telephone/ voice mail -screen 03 -flexible hours	Three	Three, one of which is projected to be the automation of the current internal file cards.

3) BUSINESS PRACTICES (To satisfy our customers, what business processes must we exceed at)					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to reach the objective)	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE March 31, 1997 (except as noted)	PROJECTED March 31, 2002	PEFORMANCE TARGETS (goals based on measures) March 31, 2003
To process customer service requests in an efficient and effective manner.	Employ strategies that will decrease cycle time.	Cycle time for processing: - Business documents - Corporate documents - Annual Returns	(Six month baseline as of Sept. 1997) documents processed: a) Business Name Registrations: 3 working days a) Incorporations: 3 working days. b) Annual Returns: 11 working days.	Documents processed: a) Business Name Registrations: 3 working days b) Incorporations: 3 working days c) Annual Returns: 9 working days	a) Business Name Registrations: 2 working days b) Incorporations 3 working days c) Annual Return - 7.5 working days
		Percentage of customers that file Name Reservations online.	No prior history: new service.	-	25%
To provide information by telephone in a quality manner.	Review and improve the Interactive Voice Response (IVR) telephone system.	% of customers surveyed that rate the IVR system as satisfied and very satisfied as to: 1) ease of use 2) clarity of information received	77% 80% (Sept. 00).	85% 85%	90% 85%
	To exceed customer expectations by providing personal telephone services that were: 1) courteous and friendly 2) provide by knowledgeable and competent staff. 3) responsive to your needs.	% of customers surveyed that rate the personal telephone service as very satisfied. (Q3 on Tell Us How We Are Doing Forms – Telephone Survey)	63% (Sept./00)	80% (very satisfied)	80% (very satisfied)

4) LEARNING AND GROWTH: (to achieve our vision, how will we sustain out ability to change and improve).					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to achieve the objective)	PERFORMANCE TARGETS (indicators to gauge success factors)	BASELINE March 31/97 (except as noted)	PROJECTED March 31, 2002	PERFORMANCE TARGETS (goals based on measures) March 31, 2003
To have a well trained, knowledgeable staff.	Implement a human resource development plan with individual and corporate development plans.	% of employees attending training.	76% Staff attended two in-house training courses	100% staff attend at least one course, at least one day in length and of direct benefit to the Office. Staff attend 4 in-house training course.	100% of staff attended one course of direct benefit to Office. Staff attend 10 in-house training sessions.
To have a motivated staff.	Implement a reward and recognition program tied to SOA goals.	% of staff contributing to BEST and SOA goals.	78%	80% of staff receive certificate of recognition confirming involvement of Best Committee or SOA goals and BSI process improvement.	80% of staff receive certificate of recognition confirming involvement in BEST Committee, SOA goals and BSI process improvement.
	Operation of the Fun Committee.	Events that contribute to staff morale.	5 events.	Holding of 4 events in the year.	4 events.
To have staff with a demonstrated ability to effect change.	Maintaining a work environment that encourages suggestions for improvement and uses them to effect change.	Number of staff suggestions that are revenue enhancing, money saving or improvements to customer service that are implemented.	26 suggestions, 9 of which were implemented.	30 suggestions, 12 of which are implemented.	30 suggestions, 12 of which are implemented.
To have a comfortable working environment	- functional work stations - low noise level - well lit, clean office	% of staff surveyed who view working environment as good or excellent.	34%	85%	90%

COMPANIES OFFICE
PRO-FORMA STATEMENT OF EARNINGS AND RETAINED EARNINGS
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 2000/2001	REVISED PROJECTED 2001/2002	PROJECTED 2002/2003	
	$	$	$	
REVENUE				
Fees and Services	3,913.0	3,988.0	4,093.0	1
Gazette Advertising	(266.0)	(244.0)		
	3,647.0	3,744.0	4,093.0	
Interest	115.0	37.0	12.0	
	3,762.0	3,781.0	4,105.0	
EXPENSES				
SALARIES AND EMPLOYEE BENEFITS	1,247.0	1,390.0	1,466.0	
ACCOUNTING/CONSULTING	7.0	15.0	15.0	
AMORTIZATION	7.0	15.0	23.0	
AUDIT	4.0	5.0	5.0	
BAD DEBTS	2.0	2.0	2.0	
BSI COST ALLOCATION			1,358.0	2
BANK CHARGES	5.0	10.0	10.0	
COMMUNICATIONS	27.0	31.0	31.0	
CONVERSION/IMPLEMENTATION		150.0	75.0	3
COMPUTER	86.0	90.0	94.0	
DEPT SERVICES	8.0	31.0	32.0	
DESK TOP MGT- SUPPORT COSTS	72.0	100.0	106.0	
EQUIPMENT MAINTENANCE	13.0	9.0	9.0	
INSURANCE	11.0	11.0	11.0	
LEGAL SERVICES	8.0	45.0	18.0	
MISC	8.0	13.0	13.0	
NUANS	164.0	160.0	160.0	
ACCOMODATION	112.0	115.0	115.0	
PAYROLL PROCESSING	4.0	4.0	27.0	
P.O.S. LICENCE FEES		10.0	38.0	
POSTAL/COURIER	41.0	41.0	41.0	
PROGRAMMERS	24.0	35.0	35.0	
SOA LEVY		1.0	1.0	
STATIONERY	42.0	41.0	41.0	
TRANSPORTATION	9.0	8.0	8.0	
	1,901.0	2,332.0	3,734.0	
NET EARNINGS FOR THE PERIOD	1,861.0	1,449.0	371.0	
RETAINED EARNINGS,beginning of year	2,246.0	1,607.0	1,096.0	
Revenue Share to Province of Manitoba	2,500.0	1,960.0	1,000.0	4
RETAINED EARNINGS,end of year	1,607.0	1,096.0	467.0	

1. Includes rate increases for 2001/02 and 2002/03

2. Represents the cost of the new Name Reservation System to be implemented in 2002/03

3. Represents conversion/ implementation costs resulting from BSI

4. Original Printed Estimates. $1,850.0

COMPANIES OFFICE
PRO-FORMA BALANCE SHEET
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 2000/2001 $	PROJECTED 2001/2002 $	PROJECTED 2002/2003 $
CURRENT ASSETS			
Cash and short term investments	1,851.0	986.0	398.0
Accounts Receivable	163.0	163.0	163.0
Prepaids	16.0	16.0	16.0
	2,030.0	1,165.0	577.0
RECEIVABLE FROM PROVINCE OF MANITOBA	218.0	218.0	218.0
CAPITAL ASSETS	27.0	107.0	89.0
	2,275.0	1,490.0	884.0
CURRENT LIABILITIES			
Accounts Payable and Accrued	62.0	62.0	62.0
Accounts Payable- Province of Manitoba	297.0		
Accrued Vacation	132.0	132.0	132.0
	491.0	194.0	194.0
LONG TERM LIABILITIES			
Severance Pay Benefits	177.0	200.0	223.0
RETAINED EARNINGS	1,607.0	1,096.0	467.0
	2,275.0	1,490.0	884.0

COMPANIES OFFICE
PRO-FORMA STATEMENT OF CHANGES IN FINANCIAL POSITION
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 2000/2001 $	PROJECTED 2001/2002 $	PROJECTED 2002/2003 $
CASH PROVIDED (USED) BY OPERATING ACTIVITIES			
Net Earnings for Year	1,861.0	1,449.0	371.0
Amortization - Capital Assets	7.0	15.0	23.0
Severance Pay Expense	17.0	23.0	23.0
	1,885.0	1,487.0	417.0
Net Changes in non cash working Capital Balances			
Accounts Payable and Accrued Liabilities	271.0	(297.0)	
Accounts Receivable	(61.0)		
Prepaid Expenses	(2.0)		
Accrued Vacation	9.0		
	2,102.0	1,190.0	417.0
INVESTING ACTIVITIES			
Acquisition of Capital Assets	(16.0)	(95.0)	(5.0)
Change in Deferred Contribution Province	44.0		
	28.0	(95.0)	(5.0)
FINANCING ACTIVITIES			
Change in Accrued Pension Liability	(284.0)		
Revenue Share to Province of Manitoba	(2,500.0)	(1,960.0) 1	(1,000.0)
	(2,784.0)	(1,960.0)	(1,000.0)
INCREASE (DECREASE) IN CASH BALANCE	(654.0)	(865.0)	(588.0)
OPENING CASH BALANCE	2,505.0	1,851.0	986.0
CLOSING CASH BALANCE	1,851.0	986.0	398.0

Note 1. Original Printed Estimates, $1,850.0